



## STATE OF NEVADA – DEPARTMENT OF PERSONNEL

### CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<b>CLINICAL PROGRAM MANAGER III</b> OPTIONS A: Mental Retardation B: Child and Adolescent Services C: Mental Health D: Forensics	<b>44</b>	<b>A</b>	<b>10.121</b>
<b>CLINICAL PROGRAM MANAGER II</b> OPTIONS A: Mental Retardation B: Child and Adolescent Services C: Mental Health	<b>42</b>	<b>A</b>	<b>10.122</b>
<b>CLINICAL PROGRAM MANAGER I</b> OPTIONS A: Mental Retardation B: Child and Adolescent Services C: Mental Health	<b>39</b>	<b>A</b>	<b>10.123</b>

### SERIES CONCEPT

Clinical Program Managers plan, organize, implement and direct one or more mental health, mental retardation, and/or child development service delivery programs by establishing goals, objectives, policies, and procedures; monitoring and evaluating program performance; developing and monitoring budgets; integrating programs with other state and community services; and supervising clinical and administrative staff, typically including licensed Psychologists and/or subordinate supervisors of professional clinicians.

Assigned programs are either 24-hour treatment facilities or outpatient/community services typically with 24-hour response capability for client emergencies and a goal of reducing the need for inpatient admissions, or a combination of inpatient and outpatient/community services. Subordinate clinical staff works primarily in the fields of clinical social work, psychological assessment and therapy, developmental disabilities, child development, and/or marriage, family and child counseling. Allocation to this series is reserved for positions whose primary focus is the management of clinical programs in these disciplines. Other subordinates may include nursing, administrative, and correctional staff. The series is not to be used for positions whose primary emphasis is planning, research, and/or evaluation of clinical programs.

Clinical Program Managers design program components to achieve goals of governing bodies and agency management; allocate staff resources to accomplish program goals and objectives; ensure compliance with applicable laws, licensure and funding requirements; establish and/or implement admission/discharge criteria and waiting list priorities; develop and/or implement performance indicators and reporting mechanisms as part of agency accreditation and quality assurance/improvement efforts; receive and respond to feedback from consumers and advocacy groups regarding services provided and unmet needs; monitor and evaluate clinical, service delivery, and fiscal performance indicators; develop and implement corrective action plans.

Solicit and evaluate service delivery proposals; participate in selecting contract service providers; work with private providers to develop capacities to provide needed services; monitor providers' performance, typically by supervising gatekeeping or case management of contractors' services; identify and communicate corrective actions needed; approve payments, and revoke or recommend revocation of agreements when necessary.

Project program revenues and expenditures; develop and present budget requests and justifications; approve and monitor expenditures; may write proposals for funding.

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<b>OPTIONS FOR ALL LEVELS</b>			

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### **SERIES CONCEPT (cont'd)**

Coordinate program services with courts, law enforcement, school districts, universities, other state and governmental agencies, community groups, and the service delivery network; provide court testimony as needed; represent state services to professional associations and counterparts in other states; may present legislative testimony regarding assigned programs.

Supervise professional, technical and clerical staff; conduct clinical team meetings for peer review of client cases and service delivery problem resolution; provide appropriate staff training opportunities; perform supervisory functions including hiring, assigning and reviewing work, evaluating performance, and recommending disciplinary action; may supervise clinicians in meeting licensing requirements.

Ensure client access to 24-hour emergency evaluation and crisis intervention services; respond to client and service delivery emergencies on a 24-hour basis as needed; may carry client caseload.

Enforce appropriate standards for clients' rights, professional ethics, health and safety of employees and clients; investigate incident reports and consumer complaints; file required reports, represent the agency as needed, and take appropriate corrective action; ensure that physical facilities are conducive to program objectives and standards; oversee and ensure the maintenance of required clinical records.

Perform related duties as assigned.

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### **CLASS CONCEPTS**

**Clinical Program Manager III:** Clinical Program Manager III's manage the full range of programmatic and administrative functions comprising a large and complex regional or statewide service agency with multiple programs, typically including inpatient facilities, outpatient and community services, case management, medication clinic, day treatment, early intervention and crisis services. Reporting staff typically includes subordinate Clinical Program Managers. Incumbents in this class report to a Deputy Administrator or Medical Director.

**Clinical Program Manager II:** Clinical Program Manager II's perform the full range of duties outlined in the series concept for a single program or cluster of programs which are relatively large and complex as indicated by the level and number of staff supervised, number of cases and/or client service hours, budget size and responsibility, and program development/management challenges. Program coverage may be regional or statewide. Reporting staff includes Clinical Program Manager I's or other subordinate supervisors of professional clinicians. Incumbents report to a Clinical Program Manager III or higher level administrator. Positions allocated to this level typically have most or all of the following: an active client caseload of 800+ (for outpatient programs with treatment planning responsibility, or comparable client contact hours for intensive programs), or 60 - 100 if inpatient; staffs of 50+; and budgets of \$4+ million (1996 dollars). Multiple sites or large geographic areas (statewide or rural responsibility) are additional indicators of complexity.

**Clinical Program Manager I:** Clinical Program Manager I's perform most or all of the duties described in the series concept for a relatively small program or cluster of programs as measured by level and number of staff supervised, number of cases and/or client service hours, budget size and responsibility, and program development/management challenges. Staff typically includes psychologists and/or subordinate supervisors of professional clinicians. Positions in this class may be assigned to manage a rural mental health clinic and satellites, a regional or statewide program, or a portion thereof. Supervision is typically received from a Clinical Program Manager II or III. Incumbents may regularly spend a portion of their time in the provision of direct client services.

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## MINIMUM QUALIFICATIONS

### CLINICAL PROGRAM MANAGER III

#### EDUCATION AND EXPERIENCE:

**ALL OPTIONS:** A Master's degree from an accredited school in clinical psychology, clinical social work, counseling, or a curriculum related to the option/s identified, and four years of post-Master's degree management experience in a complex human service delivery organization requiring integration of services with a variety of public and private sector agencies, all four years of which included program budget responsibility, two years of which required managing multiple program units and supervision of professionals in the option/s identified; **OR** a Ph.D. from an accredited college or university in clinical psychology, clinical social work, counseling, or a curriculum related to the option/s identified, and two years of post-Master's degree management experience in a complex human service delivery organization requiring integration of services with a variety of public and private sector agencies, all of which included responsibility for the development and management of program budgets, and management of multiple program units and supervision of professionals in the option/s identified; **OR** a Doctoral degree (Psy.D.) in clinical psychology from an accredited school of professional psychology, and two years of experience as described above.

**In addition, for OPTION D - FORENSICS:** The two years of management experience specific to this option as described above must have been in a forensics mental health program, including one year in a locked, inpatient program for mentally disordered offenders.

#### ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**ALL OPTIONS: Ability to:** develop and manage budgets from multiple funding sources; provide effective legislative testimony; manage and integrate a wide range of administrative and operational functions including multiple programs, nursing, medication clinics, contract administration, facilities, and personnel; oversee contractor selection and the management of service delivery contracts; provide direction to program evaluation efforts; mediate and facilitate resolution of organizational conflict; *and all knowledge, skills and abilities required at the lower levels.*

**In addition, for OPTION D - FORENSICS, Working knowledge of:** forensics mental health treatment programs; correctional facility administration; and criminal justice system as related to inmate rights and processing.

#### FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Ability to:** develop and communicate shared vision for quality and outcomes of service delivery throughout the organization; develop and implement long-range plans for assigned organization.

### CLINICAL PROGRAM MANAGER II

**EDUCATION AND EXPERIENCE:** A Master's degree in clinical psychology, clinical social work, counseling, or a curriculum related to the option/s identified, and four years of post-Master's degree professional experience in a human service delivery setting, two of which focused on managing a program and supervising professionals in the option/s identified, and two of which included responsibility for fiscal management; **OR** a Doctoral degree (Psy.D) in clinical psychology from an accredited school of professional psychology, and three years of experience as described above; **OR** two years of experience as a Clinical Program Manager I in Nevada State service which focused on managing a program and supervising professional staff in the option identified and included responsibility for fiscal management.

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## MINIMUM QUALIFICATIONS (cont'd)

### CLINICAL PROGRAM MANAGER II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Ability to:** supervise subordinate supervisors of professional clinicians; set standards that achieve optimal levels of human service delivery through subordinates; build consensus around program goals; translate desired service delivery results into measurable program evaluation indicators; ensure optimal fiscal and human resource utilization; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** current best practices of client care for assigned program area. **Ability to:** modify and/or design new program elements to improve service delivery capabilities; support private service providers in developing new services for the state's purchase; allocate human and fiscal resources appropriately among multiple program components; arrange organizational structure to maximize performance; incorporate input from the consumer community into service delivery planning and evaluation.

### CLINICAL PROGRAM MANAGER I

EDUCATION AND EXPERIENCE: A Master's degree from an accredited school in clinical psychology, clinical social work, counseling, or a curriculum related to the option/s identified, and three years of post-Master's degree professional experience in a human service delivery setting, two of which were in the option/s being recruited, and one of which included supervision of professionals in the option/s identified; **OR** a Doctoral degree (Psy.D) in clinical psychology from an accredited school of professional psychology, and two years of experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**ALL OPTIONS: Working knowledge of:** the principles and practices of personnel administration.

**Ability to:** anticipate consequences of decisions; apply professional codes of ethics to practical situations; balance clinical and administrative responsibilities; listen perceptively and convey understanding; respond effectively to hostility and resistance; establish rapport with clients and staff; maintain effective working relationships with a diverse group of agency personnel, public officials, and the consumer community; inspect clinical records to evaluate appropriateness of services provided and compliance with policies and procedures; make effective oral presentations; write effective clinical and administrative documents; perform basic mathematical and statistical functions; analyze program performance and fiscal reports; mediate and facilitate resolution of interpersonal conflict.

**In addition, for OPTIONS A, B, C: Working knowledge of:** clinical theories; human service delivery models, intervention strategies, and current directions; national standards of client care; clinical evaluation; effects and side effects of psychotropic medications; interdisciplinary team treatment and case management models. **Ability to:** effectively supervise professionals from various disciplines in clinical service delivery; design and implement effective individual, family, and/or group clinical interventions; identify critical elements in clinical and service delivery emergencies and respond appropriately; match client needs to community resources; accurately assess client status and risk.

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### MINIMUM QUALIFICATIONS (cont'd)

#### CLINICAL PROGRAM MANAGER I (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**ALL OPTIONS: Working knowledge of:** State and federal law and regulations applicable to the option/s assigned; funding source and requirements of agency licensure/accreditation related to option/s assigned; current accepted diagnostic classification system(s); the roles and services of public and private human service agencies related to the assigned program area; licensing standards for disciplines supervised; program planning and evaluation techniques; basic financial and client management information systems design and operation; client records management. **Ability to:** develop budget requests and justification; monitor expenditures against approved budgets; direct peer quality control review systems; coordinate assigned programs with other community programs and services; implement effective case management systems; understand and manage the public relations issues associated with assigned programs; balance conflicting organizational priorities.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED:	6/22/70	7/1/89P 8/19/88PC	7/1/89P 8/19/88PC
REVISED:	10/16/75	5/24/91-3	5/24/91-3
REVISED:	7/1/81R 9/11/81PC		
REVISED:	7/1/89P 8/19/88PC		
REVISED:	7/1/97P 9/19/96PC	7/1/97P 9/19/96PC	7/1/97P 9/19/96PC
REVISED:	3/29/01UC	3/29/01UC	3/29/01UC
REVISED:	9/19/03PC	9/19/03PC	